



Industrial Pretreatment Newsletter

2015 City of Raleigh Industry Day

Each year, the City of Raleigh hosts an Industry Day event for our network of industrial users and interested parties. Industry Day was held on December 8, 2015 at the Neuse River Resource Recovery Facility (NRRRF). The event included general Public Utilities updates, presentations from the NC Department of Environmental Assistance and Customer Service, lunch and networking, and a tour of our treatment plant.

Each year, one or more industries receive the Pretreatment Award. The Pretreatment Award recognizes a commitment to permit compliance and cooperation with the Industrial Pretreatment Program. This year's winners were SMT, Inc. and Xellia Pharmaceuticals USA, LLC.

We were excited this year to show our attendees the ongoing construction projects here at the NRRRF. Over the next five years, you will see continuous upgrades and improvements as we grow from a 60 MGD to a 75 MGD facility, and as we move towards anaerobic digestion.

The City of Raleigh thanks all attendees and participants in our annual Industry Day. We welcome you to attend our next event in Fall 2016.



WELCOME to the *Industrial Pretreatment Newsletter*—a biannual newsletter designed to educate and inform interested parties on current happenings in the City of Raleigh Industrial Pretreatment Program.

Monthly Reporting

Your friendly reminder about monthly reporting requirements:

- Reports due on the 20th of the month
- Cover page (Monthly Facility Status Sheet)
- Summary page (Industrial Data Summary Form)
- Lab reports and chains of custody

Noncompliance Reporting

- 24-hour notification requirement for any noncompliance
- Resample within one week of becoming aware of a violation
- Investigate root cause of noncompliance

Wastewater Environmental Management System (WEMS)

What is a WEMS?

The Resource Recovery Division's WEMS (Wastewater Environmental Management System) utilizes an environmental policy and a system of checks and balances to provide a sustainable wastewater program for customers while protecting the environment and maintaining public health at a fair and reasonable cost.

The WEMS team establishes annual goals in order to measure success and create opportunities for improvement. Some of the highlights of this year's WEMS program include:

2015 Regulatory Compliance:

- 100% regulatory compliance by NRRRF, LCWWTP, SCWWTP or contractors
- No NPDES permit violations by NRRRF, LCWWTP, SCWWTP or contractors
- All biosolids produced and distributed met all EPA 40 CFR 503 compliance requirements
- NRRRF and SCWWTP received Platinum award and LCWWTP received Gold award from the National Association of Clean Water Agencies (NACWA) for 100% regulatory compliance
- Received continuation of ISO 14001 and National Biosolids Partnership (NBP) EMS certification

2015 Targets & Objectives

- Completed 83% of established targets and objectives
- Continued to 2016
 - Implement engineering feasibility study recommendations related to optimization
 - Identify and evaluate three potential Industrial Pretreatment software programs

While some targets and objectives were not completed in 2015, the WEMS team will continue to work toward their completion in 2016. The targets and objectives program continues to be a key process in the continual improvement of the Wastewater Environmental Management System.

2016 Targets & Objectives

- Improve and monitor reuse water quality
- Reduce total nitrogen discharge in the NRRRF effluent
- Initiate ISO 17025 certification for laboratory
- Continue to produce exceptional quality Class A biosolids
- Optimize new biological phosphorous removal at NRRRF
- Manage key elements of Industrial Pretreatment Program with software
- Distribute Little Creek WWTP's biosolids under NRRRF outlets
- Improve efficiency of biosolids handling by reducing volume and hauling requirements
- Improve staff development and competency by cross training
- Improve laboratory chemical inventory, handling, and receiving
- Increase level of preventive maintenance
- Improve remote facilities hazardous weather readiness and response planning
- Develop Equipment Operation Instructions for plant equipment at LCWWTP & SCWWTP
- Increase the amount of basin profile sampling for SCWWTP
- Maintain 100% regulatory compliance



For more information about our Wastewater Environmental Management System, please feel free to contact us:
Emily Fentress, 919-996-3700, emily.fentress@raleighnc.gov

2015 100 % Compliance Recognition

SIU

Ajinomoto
Xellia Pharmaceuticals USA, LLC
Cargill, Inc.
Mallinckrodt Inc. (Raleigh Pharmaceutical)
Pepsi Bottling Ventures LLC
Precision Alloys, Inc. (1020)
SMT Inc.
Triangle Coatings, Inc.

Non-SIU

News & Observer Publishing
Pratt Industries
WakeMed
Wake County North Wake Landfill
Carolina Fur Dressing
Duke Health Raleigh Hospital
Rex Hospital
C&F Foods, Inc.
Flowserve
Domino's
Central Prison
PJ Food Service
Krispy Kreme
North Carolina State University
Chevron Environmental Mgmt.

Industrial Pretreatment Program Update

- The Pretreatment Program conducts a large amount of sampling each year. Routine sampling activities include industrial, contract and municipal customers, collection system monitoring, and pump station monitoring.
- We are currently investigating pretreatment software to integrate many of our program elements into a single location. This software will allow us to compare results of industry self-monitoring with City monitoring data, while also allowing us to graph and view data to assist in compliance reviews and trending.
- Our program has been busy in 2015 contacting local dental offices to inform them of the proposed EPA Dental Effluent Guidelines. Dental offices should be aware that future rules may require all dental offices to install amalgam separators.
- Visit our new website! Please go to www.raleighnc.gov and search for pretreatment.



How to Prepare for an Industrial Pretreatment Compliance Inspection

The City of Raleigh endeavors to partner with our local businesses and industries to educate and work with them on following guidelines. Here are some tips that we recently shared at our annual City of Raleigh Industry Day on preparing for a Pretreatment Compliance Inspection.

- Know your permit – not just daily limits for water usage, but read the ***entire*** permit
- Notify the City about any changes in your production process or new construction that could affect your consumption or waste water output
- Keep three years of records on site (City of Raleigh's rule – other municipalities may vary)
- Avoid bad housekeeping issues. All records are required to be accessible. A messy records storage system invites further investigation by creating a sense that a company may be cutting corners
- Are all spills reported within 24 hours?
- Can your plant operators find your company's SOPs and Operations Manuals without warning?
- Remember to check your secondary containment systems
- Confidentiality – We will honor "trade secrets" (processes or recipes) if this is requested at the time of report submission
- Perform a self-audit prior to our visit
- Document – If you don't write it down, it didn't happen
- Do a mercury audit – Many states are enforcing new mercury guidelines (despite the fact that some mercury exists naturally). City of Raleigh is no exception. New guidelines are in place that call for a 67% reduction in mercury in our waterways over 2002 levels.

Being prepared for an inspection will help it to go more smoothly and keep business/industry-municipal relations at their best.

For information concerning the City of Raleigh Industrial Pretreatment Program, please feel free to contact us:
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